

# Veiligheidsregio Zaanstreek- Waterland

*Enhanced efficiency and security through the implementation of worXpace.*



*"worXpace has elevated our agility to match that of our emergency services"*

About eight years ago, the Zaanstreek-Waterland Safety Region (VrZW) decided to partner with AppiXoft for workspace and application management. This decision led to a digital transformation that not only improved efficiency but also drastically reduced administrative burden. While fire trucks respond to daily emergencies and crisis teams coordinate operations, a different kind of agility has been developed behind the scenes: that of the IT infrastructure. AppiXoft worXpace played a crucial role in this transformation.

## Challenge

VrZW needed to modernize its IT infrastructure to enhance scalability, efficiency, and security while reducing the workload on its IT team.

## Solution

The implementation of worXpace, a cloud-based system with an intuitive 'user portal', streamlined application management and automated installations and updates.

## Benefits

WorXpace reduced IT workload, cut costs helped by decreasing applications and licensing needs, improved security, and offered end-users a simpler, more efficient experience.

"Our infrastructure needed to be more modern, scalable, and future-proof. The old on-premise system no longer fully met modern requirements in terms of efficiency and security," explains David Naraat. David, as the team leader for Information and ICT at VrZW, oversees specialists in data/information management, service desk, application management, system management, network management, data analysis, documentary information provision, and ICT consulting.

"Since 2016, we had been using Scense, the predecessor to worXpace. While this system had already simplified application management considerably, the challenge remained: how to further digitize without increasing the workload for our IT team. Transitioning to the cloud-based worXpace was a logical next step."



**David Naraat**

Team leader Information and ICT  
VrZW

## Reduced Workload

VrZW already had some standard applications, such as email and a few crisis and specialist tools, running in the cloud, but general 'cloud use' was still limited. The implementation process for worXpace, which took about six months, went very smoothly according to David. "We worked in phases to minimize disruptions. Thanks to this approach, our IT specialists could continue their daily tasks while the new system was being implemented." One of the standout features is the new user portal, worXpace Service Point – an internal 'App Store,' as David describes it. "The portal is intuitive and not only lowers the barrier for users but also reduces the workload for our IT team. Nearly all applications can now be automatically installed or updated without manual intervention. With four hundred workstations, you really notice the difference, I assure you."

## Partnership

The collaboration between VrZW and AppiXoft goes far beyond a typical supplier-client relationship, according to David. "AppiXoft not only provides support and customization but also has a deep understanding of our challenges and proactively advises us on improvements. They also offer assistance with new functionalities and management. The continuous development of worXpace ensures that the IT infrastructure continues to meet the changing needs of the organization. Their structured approach and flexibility complete the picture." End users have also expressed overwhelmingly positive feedback. Despite the advanced IT environment, it feels much simpler to them. "With just a few clicks, they have access to the applications they need, without the hassle of downloads or updates."



'The user portal is intuitive and not only lowers the barrier for users but also reduces the workload for our IT team'

## Significant savings and enhanced control

The switch to worXpace brought not just operational advantages but also tangible cost savings. Automation has reduced the need for IT specialists for daily management tasks. Additionally, it provided greater control over the applications in use.

David elaborates: "We went from about three hundred to one hundred applications. This not only means significantly lower licensing costs but also less maintenance and management. Moreover, security has improved. In an organization where data sensitivity is paramount, a scalable and secure cloud environment is an absolute must. worXpace has made this possible through integration with various tools, including those from Microsoft."

## About Veiligheidsregio Zaanstreek-Waterland

The Veiligheidsregio Zaanstreek-Waterland (VrZW) is a collaboration of seven municipalities in the Zaanstreek-Waterland region of North Holland. Participating municipalities include Edam-Volendam, Landsmeer, Oostzaan, Purmerend, Waterland, Wormerland, and Zaanstad.

VrZW operates 24/7 to ensure the safety of residents by mitigating risks, responding effectively, and managing the impacts of incidents, disasters, and crises. This is achieved in partnership with residents, institutions, businesses, and partners such as the fire brigade, police, and the Regional Medical Assistance Organization (GHOR).

## Looking forward to new developments

David highlights that staff especially praise the system's user-friendly interface, broad integration capabilities, simplicity, and stability. "Overall, we give worXpace a solid 8 out of 10, and AppiXoft even a 9 for their customer-focused approach." Although the worXpace implementation has been completed, VrZW remains ambitious. Efforts are underway to further improve automation and security, including vulnerability management.

"We are excited about future developments in worXpace, especially in terms of integration with other tools. We are also exploring possibilities with AI and document management. By continuously evaluating and improving our collaboration with AppiXoft, we can adopt the latest technologies while ensuring the safety and efficiency of our IT infrastructure."

'AppiXoft has a deep understanding of our challenges and proactively advises us on improvements'



### About AppiXoft

Through our high-end User Workspace Management solutions, we deliver dynamic applications in a personalized workspace to many thousands of satisfied users worldwide. worXpace plays a strategic role in delivering functionality and real-time access to the right persons, in time, wherever they happen to be. By doing so, we enable organizations to deliver business-critical applications and information quickly and efficiently. We work towards the ultimate productivity and user experience for both end users and administrators. And with a great sense of honesty: AppiXoft provides, worXpace delivers!